

METHOD AND APPARATUS OF DYNAMIC DEVICE ALLOCATION FOR MANAGING ESCALATION OF ON DEMAND BUSINESS PROCESSES

Abstract of the Disclosure

5 Resource allocation techniques are provided for use in managing escalation of
on-demand business processes. For example, in one aspect of the invention, a technique
for managing escalation of a business process comprises the following steps/operations.
A request is obtained from a business process, the business process having one or more
tasks associated therewith. The one or more tasks are mapped to one or more roles. One
10 or more available resources are allocated for the one or more roles. At least one
communication session is launched such that data associated with the business process
may be transferred to the one or more allocated resources.